

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

BTC

North Carolina Manufacturing Extension Partnership

BTC Electronic Components of Wake Forest Celebrates ISO Certification

Client Profile:

BTC Electronic Components, located in of Wake Forest, North Carolina, is a distributor and Class "C" assembly facility of connector products for military, aerospace, and commercial industries. Incorporated in 1980, the 40-employee company supplies connectors, connector accessories, relays, heat shrink products and other electronic components to the military/aerospace industry. Based on this experience, BTC has branched out to other industrial markets, including medical, railroads, heavy equipment, telecommunications and process control.

Situation:

BTC developed a mission statement to "provide quality products and superior customer service and be the 'distributor of choice'." BTC management needed a process to turn this mission into a reality and decided to undertake ISO 9001:2000 registration in order to ensure their quality standards matched their mission statement. The company read about the ISO classes offered by the Industrial Extension Service (IES) at North Carolina State University, a NIST MEP network affiliate, in a newspaper article in October 2002 and signed up for the ISO Technical Assistance Program (TAP).

Solution:

BTC President Robert Barnett and General Manager Charles Grimm attended TAP and completed the course taught by IES ISO specialists Phil Mintz and Barbara Williams in May of 2003. Mintz and Williams visited BTC several times to help them implement what they had learned in class. Both also were available for telephone consultation whenever a problem arose and spent a total of 74 hours with the company. On October 28, 2005, BTC received its ISO 9001:2000 registration from Underwriters Laboratories Inc. On December 13, 2005, IES specialists Mintz and Williams presented BTC with a banner congratulating them on their ISO success.

Results:

- * Awarded ISO 9001:2000 registration.
- * Created an Intranet website of ISO documentation and processes.
- * Reviewed delivery processes of vendors.
- * Reduced bad debt from \$50,000 to \$80,000 down to \$5,000 to \$7,000.
- * Improved workforce with a commitment to quality.
- * Experienced three years of growth with fewer employees.

Testimonial:

"Not having ISO certification is like having a football team without a playbook. You can go out and play, but you might not be very good. ISO is like a playbook."

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Charles F. Grimm, General Manager